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24 APR 1979

MEMORANDUM FOR: Deputy Director for Administration
 THRU : Deputy Director for National Foreign
 Assessment
 FROM : John J. Hicks, Deputy Director,
 National Foreign Assessment Center
 SUBJECT : Secure Voice Communications

DD/A Registry
File *Communication*

1. In response to a question by the DCI in late March, I caused a survey to be done among NFAC analysts as to their experience with secure voice communications. The following paragraphs summarize the results.

2. Our single most serious problem with secure voice communications is the inadequacy of lines outside the Headquarters building.

- The Office of Political Analysis notes that an inadequate number of lines to the State Department is a serious problem. Moreover, the limited number of instruments at the State Department are so remote from State's people that they are reluctant to use them.
- The Office of Geographic and Cartographic Research, which is located outside the Headquarters building, has only two secure lines for more than people. The Office of Imagery Analysis, too, has insufficient equipment--one instrument for every 17 analysts--and is still waiting for a phone requested in August 1978.
- Symptomatic of the problem of limited lines is Office of Central Reference's experience of being able to get through to NSA on a secure line only about one-third of the time on the first attempt.

3. Beyond the difficulty of over-subscribed lines, analysts frequently encounter noise on the line, poor

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SUBJECT: Secure Voice Communications

connections and cutoffs during conversations. These problems seem to intensify during severe weather conditions.

4. Several offices complained that their difficulties with the secure voice system are compounded by a confusing and poorly-written directory.

5. Finally, there is the problem of secure communication after 1700 hours. That time may be the close of normal duty hours, but we often need secure communications later than 1700 hours.

6. I bring these problems NFAC analysts encounter to your attention in the hope that corrective measures may be taken to improve the secure voice system and to facilitate the communication among analysts that is essential to their work.

[Redacted Signature Box]

John J. Hicks

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BENDER WILL CHECK CLASSIFICATION TOP AND BOTTOM
UNCLASSIFIED CONFIDENTIAL SECRET

OFFICIAL ROUTING SLIP

TO	NAME AND ADDRESS	DATE	INITIALS
1	EO/DDA	4/30	<i>[Signature]</i>
2			
3	ADDA	5/2	<i>[Signature]</i>
4			
5	DDA	3 MAY 1979	<i>[Signature]</i>
6	Reg - subj cc		

ACTION	DIRECT REPLY	PREPARE REPLY
APPROVAL	DISPATCH	RECOMMENDATION
COMMENT	FILE	RETURN
CONCURRENCE	INFORMATION	SIGNATURE

Remarks:

Original to D/OC for action.

*This confirms my experience
with the Secure Voice System -
[Signature] 5/2*

FOLD HERE TO RETURN TO BENDER

FROM: NAME, ADDRESS AND PHONE NO.

DATE